



Attorney's Docket No.: 10559-614001 / P12853

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Gilbert Wolrich et al.  
Serial No. : 10/020,815  
Filed : December 12, 2001  
Title : QUEUE MANAGEMENT

Art Unit : 2171  
Examiner : LeRoux, Etienne Pierre

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF AUGUST 23, 2004

Please amend the above-identified application as follows:

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

10/25/04

Date of Deposit

Cassie Chandler

Signature

Cassie Chandler

Typed or Printed Name of Person Signing Certificate